An Introduction to the Joint Deficiency Reporting System

Improving the Deficiency Reporting Process

Background

In August 2006 the Joint Aeronautical Logistics Commanders (JALC) sponsored the Navy, Marine Corps, Army, Air Force, Coast Guard and Defense Contract Management Agency (DCMA), to develop a Joint Deficiency Reporting System (JDRS) based on NAVAIR's NAMDRP application.

JDRS provides a common, seamless solution for deficiency reporting and resolution management across the Aeronautical Enterprise. JDRS is a cross-service web enabled automated tracking system designed to initiate, process and track deficiency reports from the Warfighter through the investigation process.

JDRS is being developed by NAVAIR's NAMDRP/JDRS Program which is comprised of Process Subject Matter Experts (SME), Senior Programmers, Functional Requirement Experts, Application Testers, and various program support personnel.

Background

Deficiency Reports Include:

- Product Quality Deficiency Reports (PQDRs)
- Engineering Investigations (EIs)
- Material Deficiency Reports (MDRs)
- Acceptance Inspection Deficiency Reports (AIDRs, *previously ADRs*)
- Hazardous Material Reports (HMRs)
- Technical Publication Deficiency Reports (TPDRs, *added in near futu*

Background

(The following diagram is an overview of the JDRS process)

Joint Deficiency Reporting System

TO BETTER SERVE THE WARFIGHTER

Deficiency Discovered

Navy

Army

Marines

Coast Guard

Air Force

DEFICIENCY SUBMITTED

FINAL DISPOSITION

INVESTIGATION BEGINS

INVESTIGATION RESULTS

Investigation

Navy

Army

Marines

Coast Guard

Air Force

DCMA

Resolution

Clearing House
(Help Desk / Process Support)

Exhibit Ship/ Disposition

Root Cause

NAMDRP to JDRS

Currently NAMDRP serves over 9,400 users averaging 225 transactions per day and 4.5 million hits per yea

Serving the Navy, Marines, Air Forc Army, Coast Guard, DCMA and othe agencies, JDRS will support over 20,000 users processing 50,000 plu deficiency reports annually.

NAMDRP to JDRS

Benefits include:

- Improved quality of material and Warfighter readiness
- Visibility of deficiency reports across all services
- Critical Safety Item (CSI) visibility aeronautical enterprise wide
- Reduction of total ownership cost and cycle time
- Government and industry partnering
- Improved exhibit inventory management and management metrics
- Automated routing of deficiency reports and ease of use

New Tools (JDRS) & Enhancements (to existing NAMDRP tools)

Working along side the JDRS Program are JDRS Support Teams from the Navy, Marines, Army, Air Force, Coast Guard and the Defense Contract Management Agency. Together, these teams have developed new tools and enhancements to existing tools discussed on the following slides.

NEW TOOLS FOR JDRS

New Tools (JDRS)

1. Parent-Child Relationship
2. Data Edit
3. Memo For the Record (MFR)
4. DR Status Code
5. Action Point Data Review
6. Action Point/Support Point Acknowledge
7. Support Point Actions

Closing Report | Tech Dialog | Workflow | Data Edit | Support Point Actions

PQDR Summary

Category: CAT II

RCN: N09618-08-0564

Nomenclature: MH-60S CLASS A MISHAP COMPONENT / TAIL ROTOR SERVO ASSY

Screening Point POC: Navy A Screening-I

Screening Point: Navy Screening PT 1-Test

Support Team / Subteam: Navy EST-Test / Navy EST SubTeam 4.2-Test

PMO: Navy Program Office-Test

Support Point POC: Joe Serviceman

Support Point Suspense Date: 12-MAR-2008

Support Point Control Number: S3102A2008J0012

Change POCs | Parent / Child | IAPI History

Exhibit Item Should be CSI / CAI ?

Status Code: Open - Investigation In Work

Status	Milestone Date	
PQDR Initiated by Navy Fleet QA-Test (Submitter)	27-FEB-2008	DR
PQDR Submitted to Navy Screening PT 1-Test (Submitter)	04-MAR-2008	
Screening Pt Acknowledged by Navy Screening PT 1-Test (Screening-I)	04-MAR-2008	Acknowledge
Screening Pt Data Review Submitted by Navy Screening PT 1-Test (Screening-I)	04-MAR-2008	Data Review
Screening Pt Data Review Approved by Navy Screening PT 1-Test (Screening-I)	04-MAR-2008	
Action Point Acknowledged by Navy Action PT 1-Test (Action-I)	04-MAR-2008	Acknowledge
Action Pt Data Review Submitted by Navy Action PT 1-Test (Serviceman)	05-MAR-2008	Data Review
Action Pt Data Review Approved by Navy Action PT 1-Test (Serviceman)	05-MAR-2008	
Support Pt Acknowledged by DCMA Support PT 1-Test (Serviceman)	05-MAR-2008	Acknowledge
Pending Preliminary Disposition by DCMA Support PT 1-Test	**PENDING ACTION**	Preliminary Disposition

Exhibit Tracking Load Tracer Data

Status	Milestone Date

Status	Milestone Date	
EI Initiated by FST TEsting4.0 (Serviceman)	25-FEB-2008	DR
EI Submitted to Navy EST-Test (Serviceman)	25-FEB-2008	
Screening Pt Acknowledged by Navy EST-Test (Srvcmn)	28-FEB-2008	Acknowledge
Pending Go/No Go Recommend by Navy EST-Test	**PENDING ACTION**	Go/No Go Recommend
Pending Exam Plan Submission by Navy EST-Test	**PENDING ACTION**	Exam Plan

Exhibit Tracking Load Tracer Data

Status	Milestone Date
INDICATOR, HORIZONTAL SITUATION	
Exhibit Being Held by Supply Test Team 1	25-FEB-2008

Misc Attached Messages/Documents

File Name	File Description	Size	Report	Attach/View Document

There are no Upload Documents for this EI.

Technical Dialogs

Subject	Last Response	Messages	Tech Dialog

There are no Technical Dialogs for this EI.

Memo for the Record

Subject	Date Recorded	Memo Type	Add New Memo
Test Memo (Serviceman)	03-MAR-2008	Conversation	

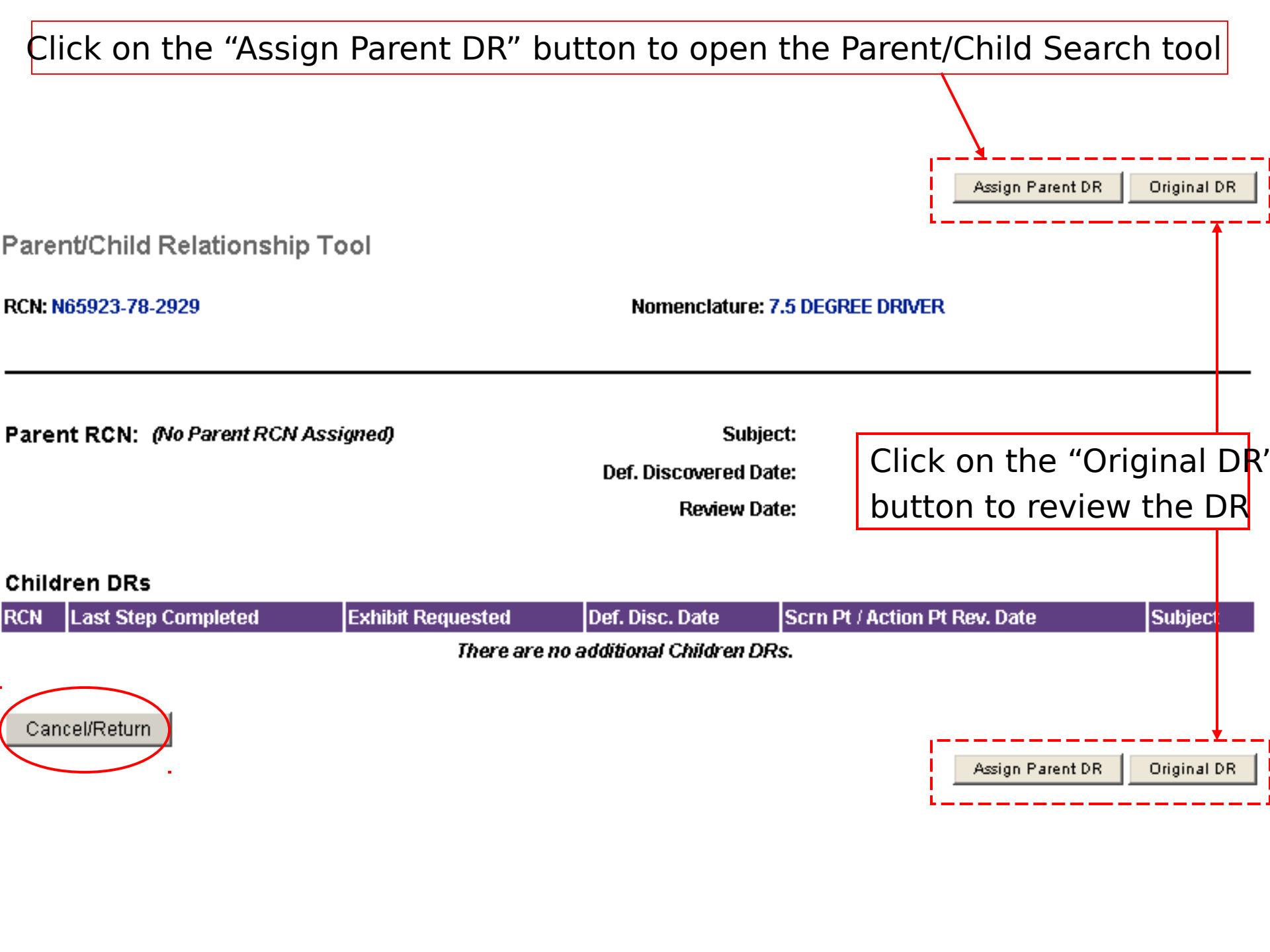
Reclassify | Tech Dialog | Workflow | Data Edit

1. Parent/Child Relationships:

- This tool allows the Screening Point to associate like deficiencies by assigning one or more Child DRs to a Parent DR which reduces redundancy in the investigation process but still allows for independent processing of each DRs related exhibits as needed.
- This tool is available after the Screening Point Acknowledge Receipt is approved and is applicable to all DRs except AIDRs
- There can only be one Parent DR, however, a Parent DR can have unlimited Children.
- There can only be one “Generation” of DRs (you cannot assign a Parent DR to another Parent DR).

1. Parent/Child Relationships (con't) :

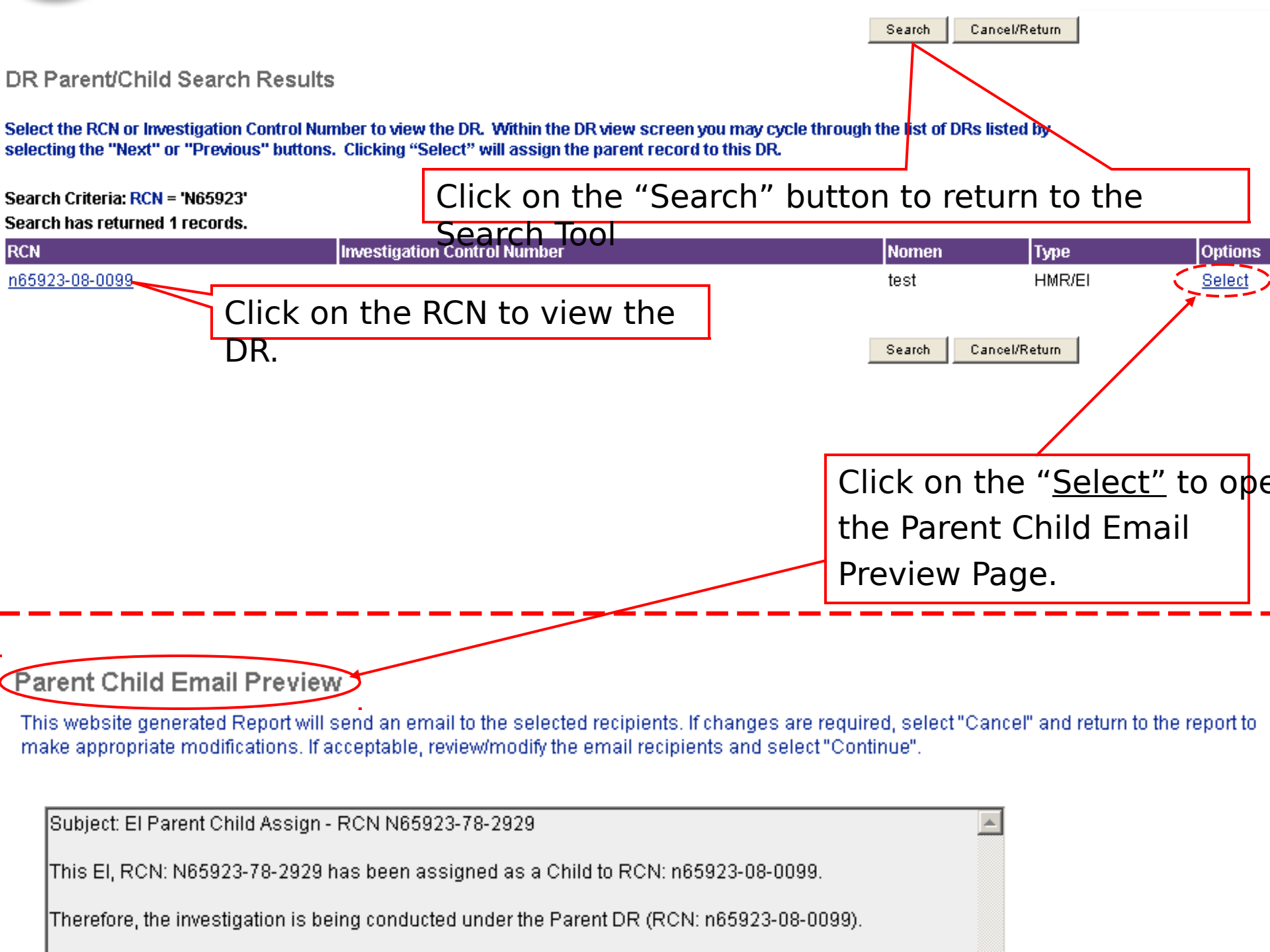
- When the Parent record Closes (i.e. Final/Closing Approval), all Children DRs associated with that Parent DR Close, except when Material Disposition or Credit Reversal is “Pending”.
- The DR must stay within the originating service throughout the investigation process.
- A Child DR cannot be assigned to an INTER-service or an INTRA-service Screening Point.
- Children DRs can only be assigned to a single unique Parent.
- “Parent/Child” Button is located on the DR Summary Page


Click on the “Assign Parent DR” button to open the Parent/Child Search tool
Assign Parent DR
Original DR
Parent/Child Relationship Tool
RCN: N65923-78-2929
Nomenclature: 7.5 DEGREE DRIVER
Parent RCN: (No Parent RCN Assigned)
Subject:
Def. Discovered Date:
Review Date:
Click on the “Original DR” button to review the DR
Children DRs
RCN
Last Step Completed
Exhibit Requested
Def. Disc. Date
Scrn Pt / Action Pt Rev. Date
Subject
There are no additional Children DRs.
Cancel/Return
Assign Parent DR
Original DR

Search Deficiency Reports to Assign Parent/Child

When searching DRs to assign a Parent or Child, the search results will narrow down to the same type of DR, same Unit and same Service. (i.e. if the Child DR is a PQDR, then the Parent DR must be a PQDR, if the Child DR is an EI then the Parent DR must be an EI, HMR or EI/HMR, if the Child DR is a MDR then the Parent DR must be an MDR, etc.... If the Child DR is Army, then the Parent DR must be Army, if Child DR is Navy, then Parent DR must be Navy, etc...). Parent/Child DRs can only be PQDRs, MDRs, EIs, HMRs, and EI/HMRs (AIDRs cannot have Parent/Child DR relationships).

Search:	DR Search	Clear Search	Cancel/Return
RCN		ICN	
DMN		SPCN	
DRUI		Contract Nr	☐ Under Warranty
MFR CAGE Code		LRA CAGE Code	
Part Number		Serial Number	
FSC		NIIN	
Indicators	☐ CSI ☐ CAI ☐ IAPI ☐ Mishap ☐ Software ☐ Parent DRs ☐ TFOA/DO		
Org Code / Site		Orig Pt DoDAAC	Find DoDAAC
EIC (ALRE Only)		Originator DoDAAC	Find DoDAAC
Platform		TEC	
TMS/MDS	A-4 AH-1W AH-1Z AV-8B C-130T C-2 C-20	Bureau/Tail Number	
		Engine Model	
		WUC/LCN	
		Nomenclature	
Date Range	From:	To:	


Search
Cancel/Return
DR Parent/Child Search Results
Select the RCN or Investigation Control Number to view the DR. Within the DR view screen you may cycle through the list of DRs listed by selecting the "Next" or "Previous" buttons. Clicking "Select" will assign the parent record to this DR.
Search Criteria: RCN = 'N65923'
Search has returned 1 records.
Click on the "Search" button to return to the Search Tool
RCN
Investigation Control Number
Nomen
Type
Options
n65923-08-0099
test
HMR/EI
Select
Click on the RCN to view the DR.
Search
Cancel/Return
Click on the "Select" to ope the Parent Child Email Preview Page.
Parent Child Email Preview
This website generated Report will send an email to the selected recipients. If changes are required, select "Cancel" and return to the report to make appropriate modifications. If acceptable, review/modify the email recipients and select "Continue".
Subject: EI Parent Child Assign - RCN N65923-78-2929
This EI, RCN: N65923-78-2929 has been assigned as a Child to RCN: n65923-08-0099.
Therefore, the investigation is being conducted under the Parent DR (RCN: n65923-08-0099).

Reclassify | Tech Dialog | Workflow | Data Edit

Click Parent/Child to Open Tool to Un-assign the DR

EI Summary

RCN: N65923-78-2929

Nomenclature: 7.5 DEGREE DRIVER

Engineering POC: Joe Serviceman

Support Team / Subteam: Navy EST-Test / Navy EST SubTeam 4.1-Test

PMO: Navy Program Office-Test

Change POCs | Parent / Child

View the Parent DR

Exhibit Item Should be CSI / CAI ?

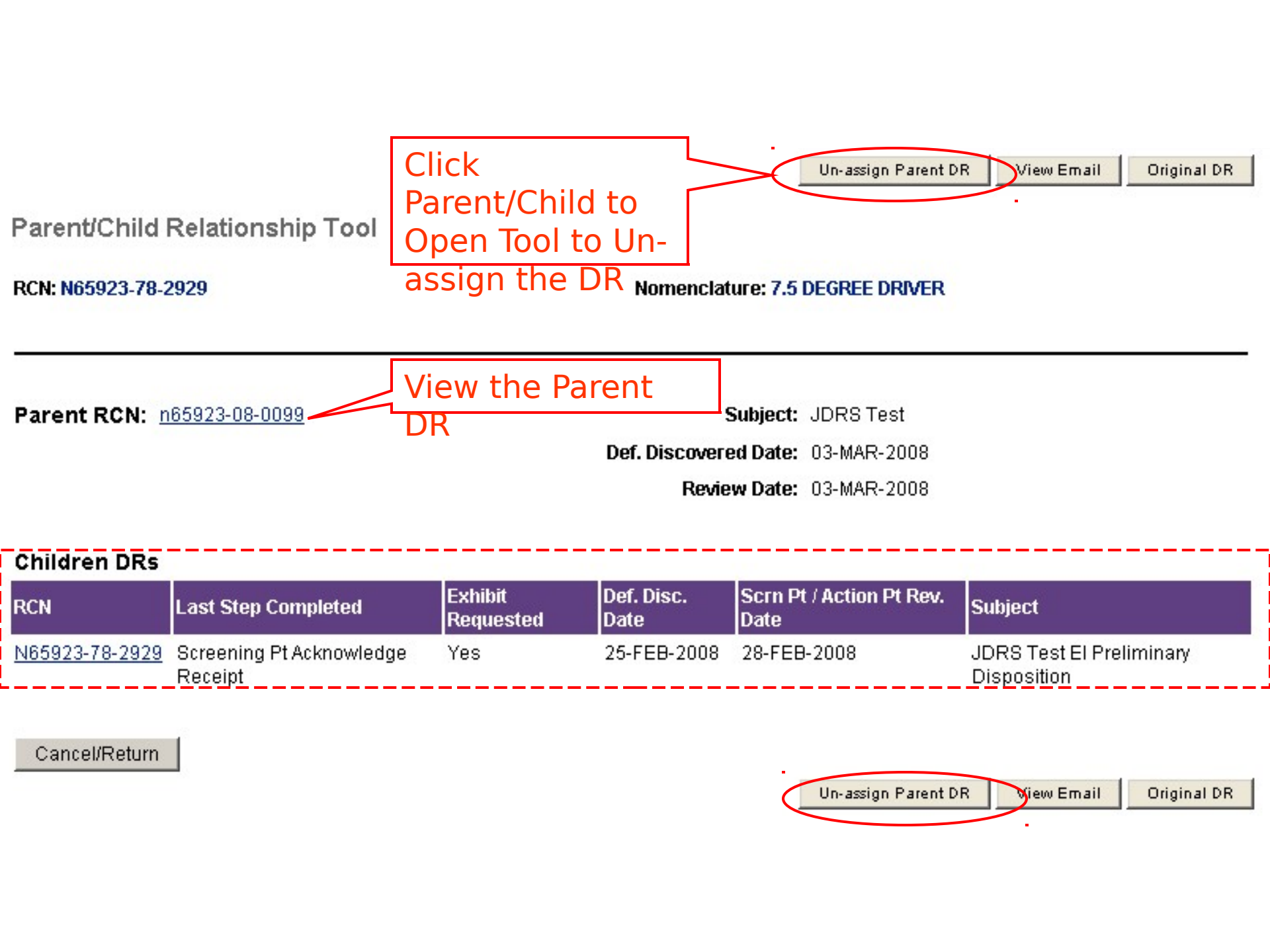
Status Code: Open - Repeated/Child DR

This DR is a Child to Parent RCN: n65923-08-0099

Status	Milestone Date	
EI Initiated by FST TEsting4.0 (Serviceman)	25-FEB-2008	DR
EI Submitted to Navy EST-Test (Serviceman)	25-FEB-2008	
Screening Pt Acknowledged by Navy EST-Test (Srvcmn)	28-FEB-2008	Acknowledge
Pending Go/No Go Recommend by Navy EST-Test	**PENDING ACTION**	Go/No Go Recommend
Pending Exam Plan Submission by Navy EST-Test	**PENDING ACTION**	Exam Plan

Exhibit Tracking Load Tracer Data

Status	Milestone Date
INDICATOR, HORIZONTAL SITUATION	
Exhibit Being Held by Supply Test Team 1	25-FEB-2008


Click Parent/Child to Open Tool to Un-assign the DR
Un-assign Parent DR
View Email
Original DR
Parent/Child Relationship Tool
RCN: N65923-78-2929
Nomenclature: 7.5 DEGREE DRIVER
View the Parent DR
Parent RCN: n65923-08-0099
Subject: JDRS Test
Def. Discovered Date: 03-MAR-2008
Review Date: 03-MAR-2008
Children DRs
RCN
Last Step Completed
Exhibit Requested
Def. Disc. Date
Scrn Pt / Action Pt Rev. Date
Subject
N65923-78-2929
Screening Pt Acknowledge Receipt
Yes
25-FEB-2008
28-FEB-2008
JDRS Test EI Preliminary Disposition
Cancel/Return
Un-assign Parent DR
View Email
Original DR

2. Data Edit:

- Method used to change or update DR data (NIIN, Part #, Nomenclature, Serial Number and etc.)
- All Subsequent Reports will use the latest Data Edit information
- Available to the Screening or Action Points
- For use on all DR Types
- “Data Edit” Button is located on the DR Summary Page

Original DR

EI Data Edit Tool

The **Data Edit Tool** allows Screening Points and Action Points to edit Deficiency Report details. Once you make changes, you must include the reason for the change(s) in the "Reason for Edit/Comments" field at the bottom of this form, then press "Save" to save your changes. Using this tool will correct the DR from this point forward. It will not over-write previously submitted information.

RCN: N65923-78-2929
Nomenclature (EI): 7.5 DEGREE DRIVER
Originator's Unit: FST TEsting4.0,
Screening Point: Navy EST-Test, N00421
Supply Unit to Ship Exhibit: Supply Test Team 1,
Exhibit Available: Yes

DR DTG: 251308Z FEB 08
EI Submitted: 25-FEB-2008
Subject: JDRS Test EI Preliminary Disposition
Originator: Joe Serviceman
Location: TEST
DRUI: 67348

Background Details

Go to: Deficiency Details | Data Edit Hiistory

From: Greg E Frayser, FST TEsting4.0,

Mishap: Class B
Software DR: No

Edit the "Data Edit" Fields as appropriate

Mishap Information:

Investigating Office (IO): TEST
IO Email: TEST
IO Phone Number: TEST

Date Def. Discovered: 08056
Nomenclature: 7.5 DEGREE DRIVER

COG: 7R
FSC: 0000
NIIN: 012345668
SMIC: SF
Get NSN History
WUC / LCN: 23B0000
TEC:

Mfr'r. DoDAAC: 01234
Mfr'r. CAGE: 01234
Mfr'r. Name: The Golf Club Maker
Mfr'r. City: Golf City
Mfr'r. State/Country: USA

Mfr'r. Part Number: DRIVER
Get Part History

Fleet Representative:

Aircraft Model TMS/MDS: N/A

Bureau/Tail Number: 000000

Engine APU or SEGTE Model: NA

Engine Serial Number: NA

Time Since New: NA

Time Since Rework:

If TFOA / DO If applicable, check here ☐ and complete se

* **Reason for Edit / Comments:**

Data Edit History is Recorded at the Bottom of the Data Edit Page

Data Edit History Go to: Background Details | Deficiency Details

Update By	Update Date	Comments
Serviceman, Joe	25-FEB-2008	NOMENCLATURE CHANGE

Save Cancel/Return

Original DR

3. Memo For the Record (MFR):

- Method of documenting conversations, correspondence, actions pending, or other information pertinent to a DR that is not otherwise captured in the Workflow.
- All Memo's will default blank (Public).
- When Memo is marked private, only Screening Point/Action Point POC (and their Unit) will see the Memo.
- If the DR is an inter-service record, only the Service Screening Point/Action Point (and their Unit) will see the Memo
- Access the MFR via the DR Summary Page

Memo for the Record

INSTRUCTIONS: To record a Memo, complete the fields below as appropriate. Once recorded, the memo may be viewed from the DR Summary page.

NOTE: All users with access to this RCN may view this memo.

RCN: N65923-78-2929 **Nomenclature:** 7.5 DEGREE DRIVER

* **Subject:**

* **Type:**

- Email
- Phone
- Conversation
- Other

Private:

Selecting the "Private:" Check Box hides the memo and can only viewed by the unit in which it was created.

* **Memo:**

Attachment(s):

Attach/View Document

Save and Close | Save and Add Another | Cancel/Return

Memo for the Record

Subject	Date Recorded	Memo Type	Add New Memo
Test Memo (Serviceman)	03-MAR-2008	Conversation	

Click on the Summary Page Memo... "Subject" to Open the Competed Memo...

Print Version

Memo for the Record

INSTRUCTIONS: To record a Memo, complete the fields below as appropriate. Once recorded, the memo may be viewed from the DR Summary page.

NOTE: All users with access to this RCN may view this memo.

RCN: N65923-78-2929

Nomenclature: 7.5 DEGREE DRIVER

POC: Joe Serviceman

Date: 03-MAR-2008

* **Subject:**
Test Memo

* **Type:**
Conversation

Private:

* **Memo:**
Test Memo

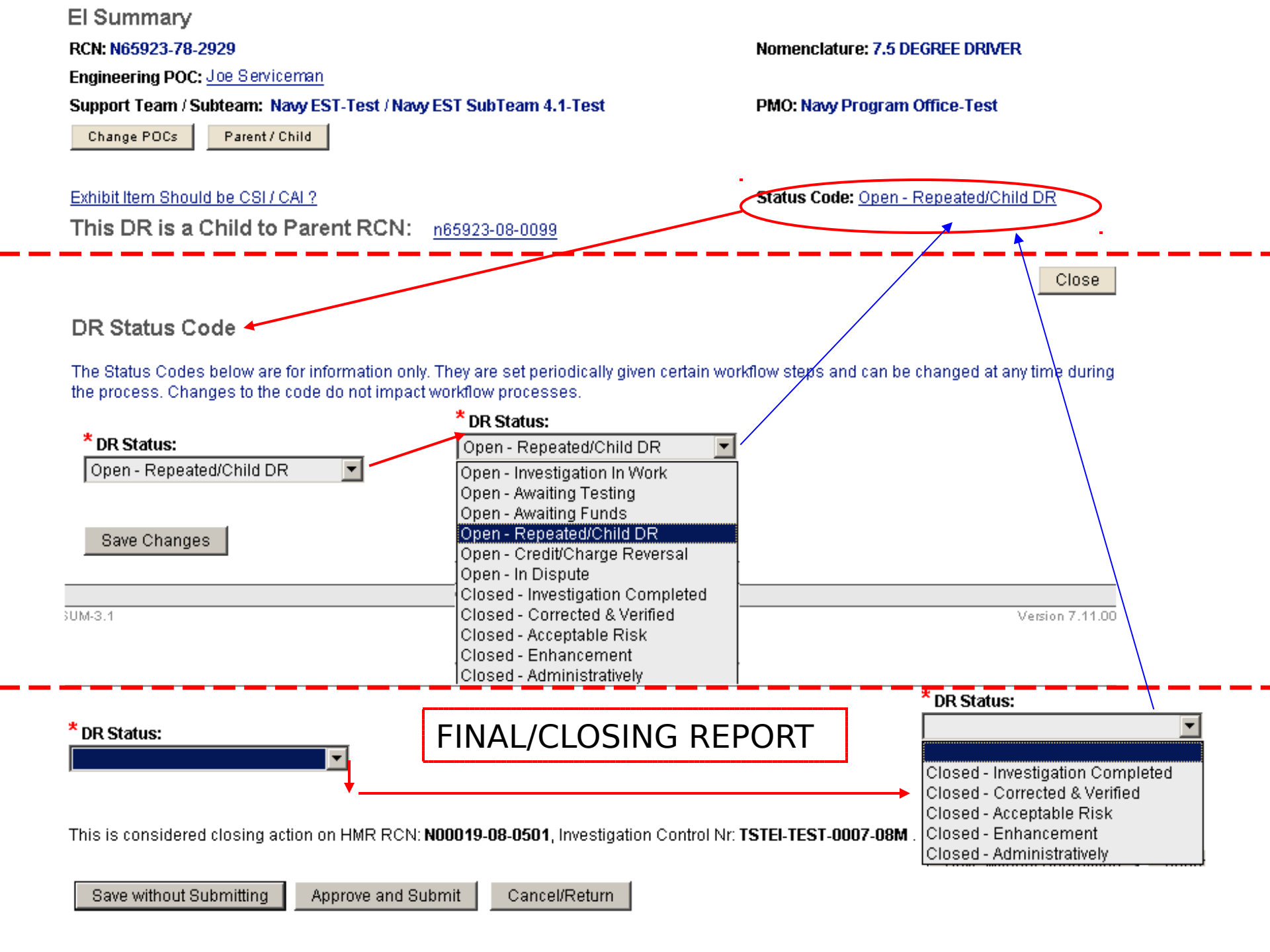
Attachment(s):
No Documents have been uploaded.

Cancel/Return

Print Version

4. DR Status Code:

- Permits assignment/viewing of intermediate status of DR requiring action external to workflow (In Work, Awaiting Funding, ECP, Closed Administratively etc.).
- Status Code Visible on Summary Page
  - Link to DR Status Code Tool
- Final/Closing DR Status Code Drop Down List is Mandatory


EI Summary
RCN: N65923-78-2929
Nomenclature: 7.5 DEGREE DRIVER
Engineering POC: Joe Serviceman
Support Team / Subteam: Navy EST-Test / Navy EST SubTeam 4.1-Test
PMO: Navy Program Office-Test
Change POCs
Parent / Child
Exhibit Item Should be CSI / CAI ?
Status Code: Open - Repeated/Child DR
This DR is a Child to Parent RCN: n65923-08-0099
Close
DR Status Code
The Status Codes below are for information only. They are set periodically given certain workflow steps and can be changed at any time during the process. Changes to the code do not impact workflow processes.
* DR Status:
Open - Repeated/Child DR
Save Changes
* DR Status:
Open - Repeated/Child DR
Open - Investigation In Work
Open - Awaiting Testing
Open - Awaiting Funds
Open - Repeated/Child DR
Open - Credit/Charge Reversal
Open - In Dispute
Closed - Investigation Completed
Closed - Corrected & Verified
Closed - Acceptable Risk
Closed - Enhancement
Closed - Administratively
Version 7.11.00
* DR Status:
FINAL/CLOSING REPORT
* DR Status:
Closed - Investigation Completed
Closed - Corrected & Verified
Closed - Acceptable Risk
Closed - Enhancement
Closed - Administratively
This is considered closing action on HMR RCN: N00019-08-0501, Investigation Control Nr: TSTEI-TEST-0007-08M .
Save without Submitting
Approve and Submit
Cancel/Return

5. Action Point Data Review:

- PQDR, AIDR and MDR Only
- The Cognizant Action Point is responsible for completing the Action Point Data Review tool after completion of Acknowledge Receipt. In doing so, the Action Point is responsible for the following:
  - Ensure the PQDR, AIDR or MDR information is complete and accurate.
  - Ensure all DR supporting documentation is available and or provided.
  - Complete a trend analysis to identify recurring material failures of previous investigations.
  - Providing justification for the originator's classification of the category assigned to the PQDR or MDR and change as appropriate.
  - Selecting the next workflow recipient based on the equipment, NIIN, PQDR/MDR type, AIDR T/M/S or deficiencies.
- This tool enables the Action Point to administratively review the DR

PQDR SUMMARY
PENDING ACTION Pt DATA REVIEW

Closing Report | Tech Dialog | Workflow

PQDR Summary

Category: CAT II

RCN: FB5518-08-4001

Nomenclature: nomenclature for 2001

Screening Point POC: AirForce A Screening-I

Screening Point: Air Force Screening PT 1-Test

Support Team: Air Force EST-Test

PMO: HQ AFMC A4YE DRI&R Policy

Change POCs | Parent / Child

Exhibit Item Should be CSI / CAI ?

Status Code: Open - Investigation In Work

Status	Milestone Date	
PQDR Initiated by Air Force Originating PT-Test (Originating PT)	01-MAR-2008	DR
PQDR Submitted to Air Force Screening PT 1-Test (Originating PT)	01-MAR-2008	
Screening Pt Acknowledged by Air Force Screening PT 1-Test (Screening-I)	01-MAR-2008	Acknowledge
Screening Pt Data Review Submitted by Air Force Screening PT 1-Test (Screening-I)	01-MAR-2008	Data Review
Screening Pt Data Review Approved by Air Force Screening PT 1-Test (Screening-I)	01-MAR-2008	
Action Point Acknowledged by Air Force Action PT 1-Test (Serviceman)	03-MAR-2008	Acknowledge
Pending Action Pt Data Review Submission By Air Force Action PT 1-Test		Data Review

PQDR ACTION Pt DATA REVIEW

Original DR

PQDR Action Pt Data Review Tool

The **Data Review Tool** allows the Action Point to administratively review the PQDR form and make corrections where necessary. The Action Point is responsible for verifying the category assignment (and changing if appropriate), reviewing the part background data, the narrative description of the failure, other information supplied, requesting supplemental information or documentation if necessary, and selecting the next workflow recipient.

Category: CAT II

RCN: FB5518-08-4001

PQDR Submitted: 01-MAR-2008

Nomenclature (PQDR): nomenclature for 2001

Originator's Unit: Air Force Originating PT-Test, FB5518

Screening Point: Air Force Screening PT 1-Test, FD7030

Originator: SSgt AirForce Originating PT

Supply Unit to Ship Exhibit: Air Force Supply-Test

Action Pt POC: AirForce A Action-I

Exhibit Available: Yes

DRUI: 67392

Background Details

Go to: Deficiency Details | Action Details

* **PQDR Category:** CAT II

Report Type: PQDR

* **Justification for Category:**

Additional Comments:

ACTION Pt DATA REVIEW: BOTTOM SECTION

Type mission and mission profile:
(Do NOT display information that will make this DR Classified.)

Navy TFOA Type of mission

Action Details Go to: Background Details | Deficiency Details

* **Please select a recipient from one of the following:** (When Screening Point is also the Action Point, please select the appropriate Support Point)

- ○ **Investigation by Support Point is not required for this PQDR. A Closing Report shall be initiated and forwarded to the Screening Point and Originator**

- ○ **Forward PQDR to Local Support Point** **(Select Local Support Point)**

Select LSP POC (if known)

- ◉ **Forward PQDR to Other Support Point** **(DCMA, DLA, other Support Points)** — Support Point - Test - NR

Save without Submitting | Approve and Submit | Cancel/Return

Original DR | View IAPI | View Email | Print Version

6. Action Point/Support Point Acknowledge:

- These tools will be used by the PQDR/AIDR Action and Support Points to Acknowledge or Reject the DR
- If the Action Point or Support Point rejects the DR, the tool will workflow itself back to Pending Action of the Screening Point or Action Point Data Review step
  - Rejection Comments and Date are recorded in the Data Review Action Details

Action Point Acknowledge Receipt of PQDR

INSTRUCTIONS:
When acknowledging receipt, this tool will send an email notification to the Screening Point identifying the DR has reached the proper Action Point. If rejecting the DR, select the appropriate radio button, enter the required comments, and the DR will be workflowed back to the Screening Point for reassignment. An email notification will also follow with comments.

Category: CAT II

RCN: FB5518-08-4001 **Nomenclature:** nomenclature for 2001

PQDR Abstract: DR description

(•) Acknowledge Receipt of the **PQDR** - Evaluate to determine if an investigation will be conducted. (Comments will be forwarded via email)

( ) Reject - Return the **PQDR** back to the Screening/Action Point for reassignment. (Comments will be forwarded in email)

* **Comments:**

The PQDR has been received by Air Force Action PT 1-Test and will be reviewed and forwarded to the appropriate Support Point. Please check the JDRS website for status information on this DR.

Canned Statement when accepting the DR

If Acknowledging Receipt, Verify/Complete fields below:

Select the Action Point POC assigned to evaluate this request/report.

* **Action Point POC:** Action-I, AirForce A

[Acknowledge Receipt] [Cancel/Return]

Action Point Acknowledge Receipt of PQDR

INSTRUCTIONS:
When acknowledging receipt, this tool will send an email notification to the Screening Point identifying the DR has reached the proper Action Point. If rejecting the DR, select the appropriate radio button, enter the required comments, and the DR will be workflowed back to the Screening Point for reassignment. An email notification will also follow with comments.

Category: CAT II

RCN: FB5518-08-4001 **Nomenclature:** nomenclature for 2001

PQDR Abstract: DR description

○ Acknowledge Receipt of the **PQDR** - Evaluate to determine if an investigation will be conducted.
(Comments will be forwarded via email)

◉ Reject - Return the **PQDR** back to the Screening/Action Point for reassignment.
(Comments will be forwarded in email)

* **Comments:**

Rejected... Not the Action Point for this material

Does not Auto-Populate

Mandatory Field – Comments are Required

Button changes to "Reject" when the Reject radio button is selected.

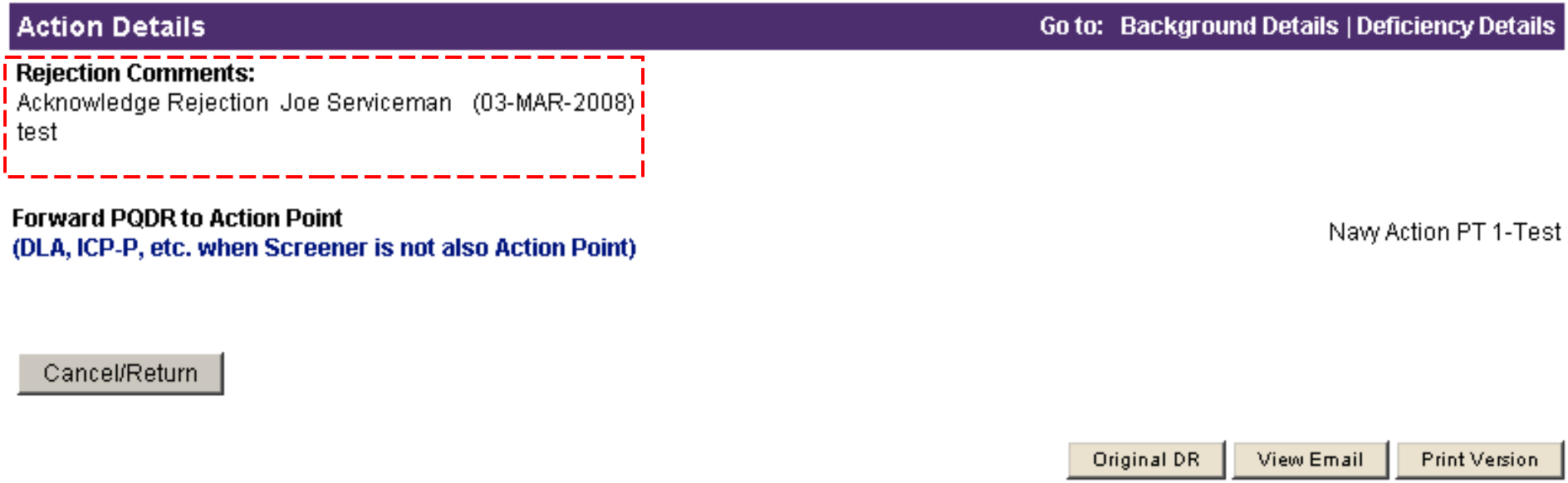
If Acknowledging Receipt, Verify/Complete fields bel

Select the Action Point POC assigned to [illegible] this request/report.

* **Action Point POC:** Service[illegible],Joe

Reject | Cancel/Return

DATA REVIEW ACTION DETAILS SECTION: REJECTION COMMENTS



7. Support Point Actions:

- Designed for JDRS Enrolled DCMAs
- PQDR and AIDR Specific
- This tool provides the JDRS enrolled DCMA the ability to conduct specific support point functions via the Support Point Actions Tool
  - Set support point/contractor suspense dates, identify/email a delegated support point, select the support point investigator and contractor, and generate and attach correspondence to/from the contractor (e.g. Notice of Defect, Contractor Exhibit Request)
- Draft Prelim, Final, Closing, Interim Reports and “Submit for Approval” to the Action Point
- Complete the Exhibit Receipt and Material Disposition Execution

JDRS
TOOLS RECEIVING MAJOR EHANCEMENTS
or
CHANGES TO THEIR CURRENT (NAMDRP) FUNCTIONALITY

JDRS Major Enhancements/Changes to current (NAMDRP) functionality:

- **Preliminary Report:**
  - Name Change – Now **<u>Preliminary Disposition Report</u>**
  - Added an additional Radio button to workflow around Non-Enrolled JDRS Shipping activities
  - Clarified Radio Button verbiage
- **Search Tool:**
  - Ability to search DR data across all services
  - Additional Search Criteria Fields (Mishap, Software, TFOA, DoDAAC and Etc.)
  - Unit Search now Functions similar to PLA Search, and TFOA DRs

Enhancements (con't) :

- **DR Submission Tool:**
  - New fields for Mishap & Software.
  - Only visible when Class of Mishap or Yes to Software Drop Downs are selected
  - New Check box for TFOA Fields. Only visible when box is check.
- **ADR Report**
  - Name Change to Aircraft Inspection Deficiency Report (AIDR)
- **Final Report:**
  - Added new functionality based on the recent DoN LEAN 6 Sigma process. Added new fields and provides standardization for Summary and Closing Codes.
  - DR Status Codes

Enhancements (con't) :

- **Ability to process Inter-Service DRs, creates new Workflow Process Steps** *(see process flow diagram)*
  - Inter-Service Screening Points (iScrPt) will acknowledge (or reject) PQDRs from another service.
  - Each Service must identify 1 or more iScrPts.
  - Creates a new step in the Workflow process for the Action Pt to Forward the PQDR back to the Originating Service Screening Point.

Enhancements (con't) :

- **Name changes throughout the system:**
  - Feedback changed to “Contact Us”
  - Fleet Support Team changed to “Support Team”
  - Unit Type name change (Customer Service Team to Exhibit Receiving Activity)
  - Aircraft Discrepancy Reports (ADR) changed to Acceptance Inspection Deficiency Report (AIDR)

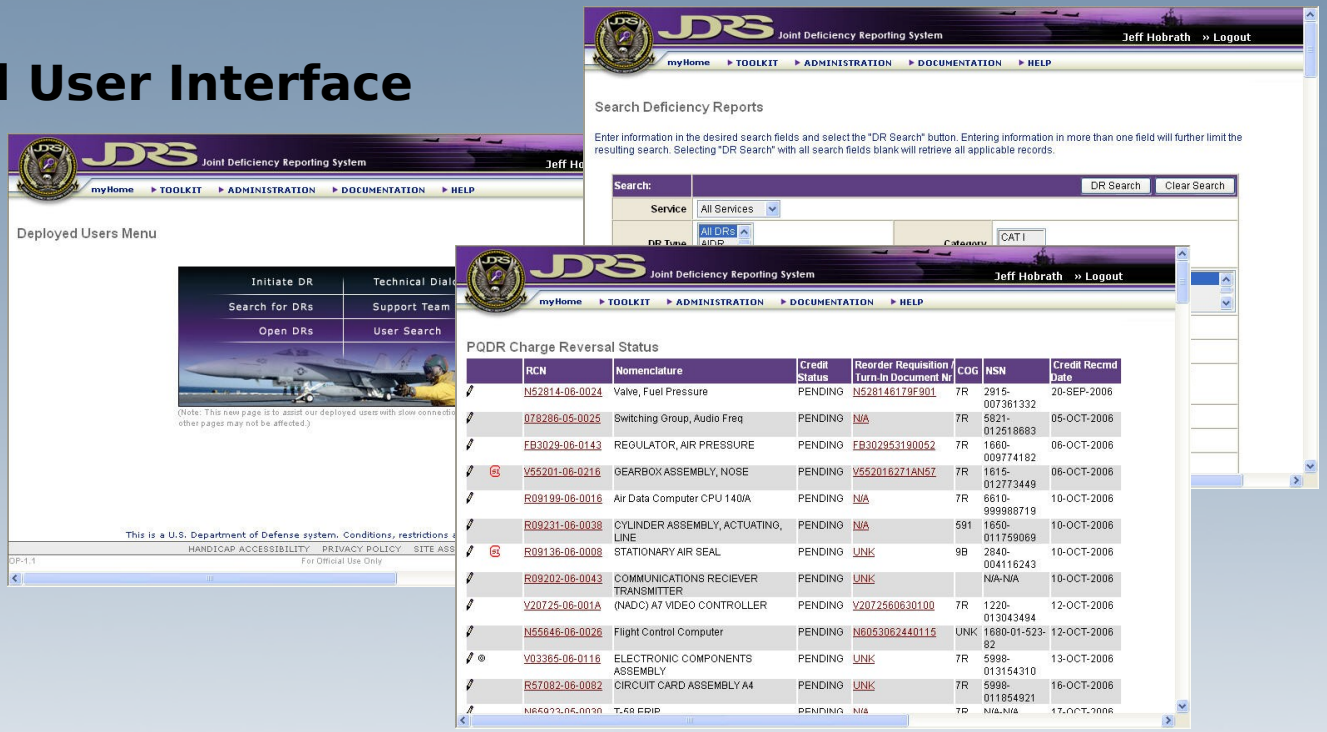
- **Virtual Clearing House (CH)** includes representatives from all services.

Enhancements (con't) :

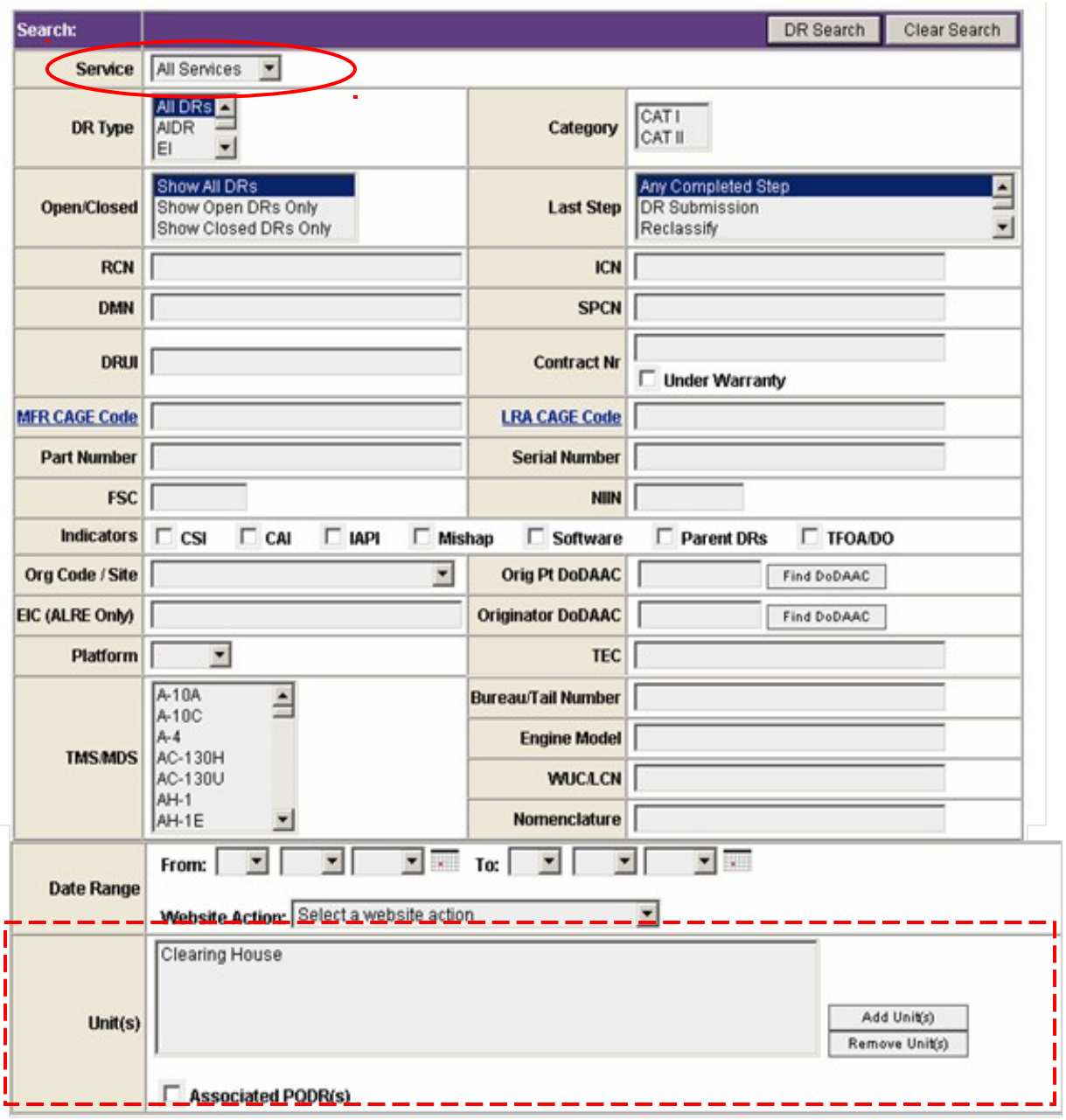
- **User Enrollment**
  - Requires approving authority at the Unit/ Activity level
  - Inactive users will receive a warning email who have not logged in for the past six months. Users who have not logged in for the past year will be moved to an inactive file.
- **Open DRs and Customize Display**
  - Many New Fields are available to Customize the Open DRs page
- **New Research Links Page**
  - Links to web sites supporting the DR Investigation process

Enhancements (con't)

- **Improved User Interface**



SEARCH TOOL



Many "New" Search Criteria Fields have been added to the Search Tool

PRELIMINARY DISPOSITION REPORT

* Select the applicable Exhibit status:

- Exhibit is not required.
- Originator has reported the exhibit is unavailable for investigation.
- Investigation will be conducted on-site. Exhibit shipping is not required.
- Exhibit is required for investigation and will be shipped by an activity not enrolled in the JDRS website.

All shipping arrangements will be made by the activity not enrolled in JDRS -- to include shipping costs. This action will turn off the shipment side of the shipping tool and turn on the exhibit receipt tool for Customer Service to document the receipt upon delivery. The Supply Unit responsible for the exhibit shipment will be auto populated with "Non-JDRS Activity".

- Exhibit is required for investigation and will be transported by means other than express premium shipping.

For repairable components, (DLR), ensure turn-in of exhibit is in condition code "L", via supply holding point, in-support of aviation depot level repairable program, to receive proper credit. Use document ID BQD on DD form 1348-1 or 1149.

- Exhibit is required for investigation, ship exhibit via fastest traceable means to address provided below utilizing Commercial Express Shipment (i.e. FedEx) whenever possible. For repairables (DLRs), ensure turn-in of exhibit in a condition code "L", via supply holding point, in-support of aviation depot level repairable program, to receive proper credit. Use document ID "BEI" on DD Form 1348-1.

New Radio button to be used when the shipper is not enrolled in the JDRS Website (Example: FMS)

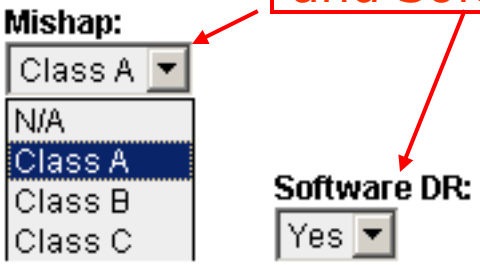
Exhibit Receipt and Disposition Remain "ON" – Shipment Details turns "OFF"

6th Radio button. "Preferred Method for all Shipments" Turns on the FedEx API tool for the shipper. Shipping Tool (FedEx API included), Exhibit Receipt and Material Disposition all Turned "ON". FedEx API is a NAVAIR ONLY Tool. When requesting an Inter-Service Activity to Ship, use the 5th radio button

5th Radio button. Secondary method of shipment. Radio button verbiage changed to Clarify its use. Provides a means for the enrolled JDRS shipper to document their method or mode of shipment. FedEx Premium Turned OFF, but document only shipping tool, Exhibit Receipt and MD turned "ON". This tool is used to document all shipments of enrolled shippers when the shipper cannot use the 6th radio button. This includes Hand

DR SUBMISSION PAGE

New Drop Down Lists (DDL): Mishap (Default "N/A") and Software (Default "No")



Mishap Information:

Investigating Office (IO)

IO Email

IO Phone Number

Software DR Information:

Software Part Number

Aircraft Subsystem

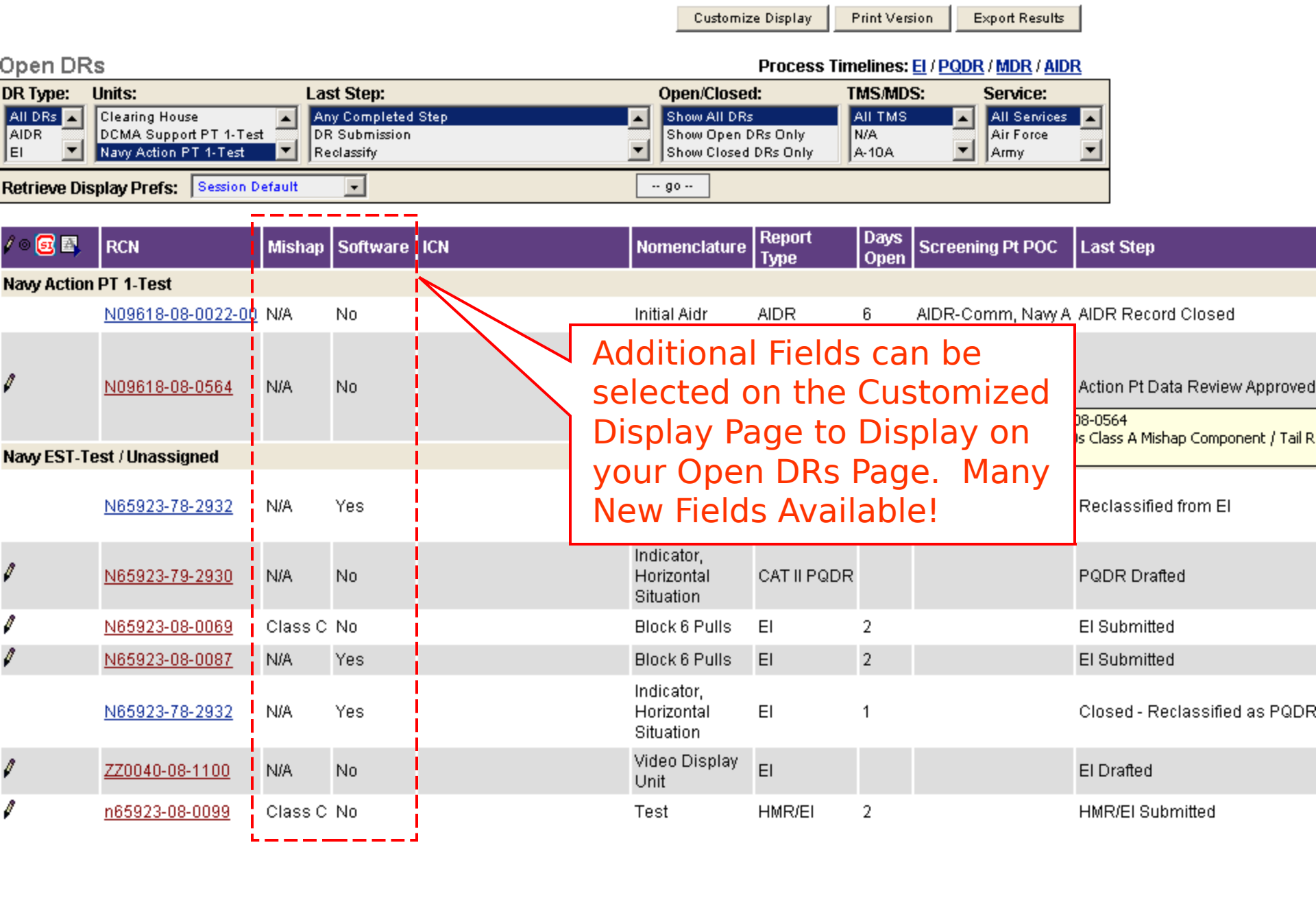
Corresponding Hardware Part Number

Software Version Number

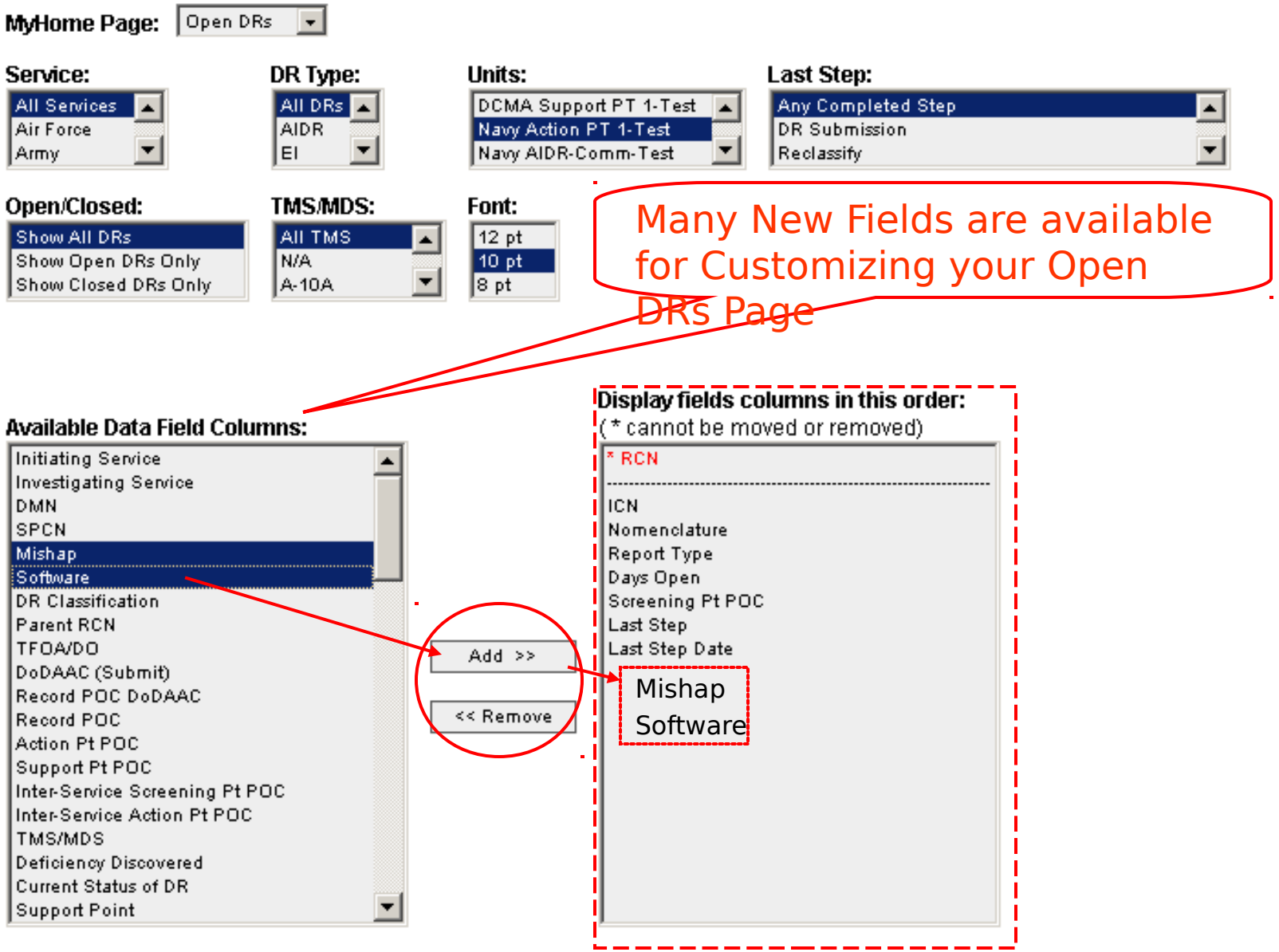
Mishap and Software Fields only Appear when a Class is selected for Mishap and Software is "Yes". Fields become Mandatory.

Selection of Mishap on DR Submissi locks the Go No/Go into Mishap and Prelim ICN to an "M" and Cannot be changed without an SCR!

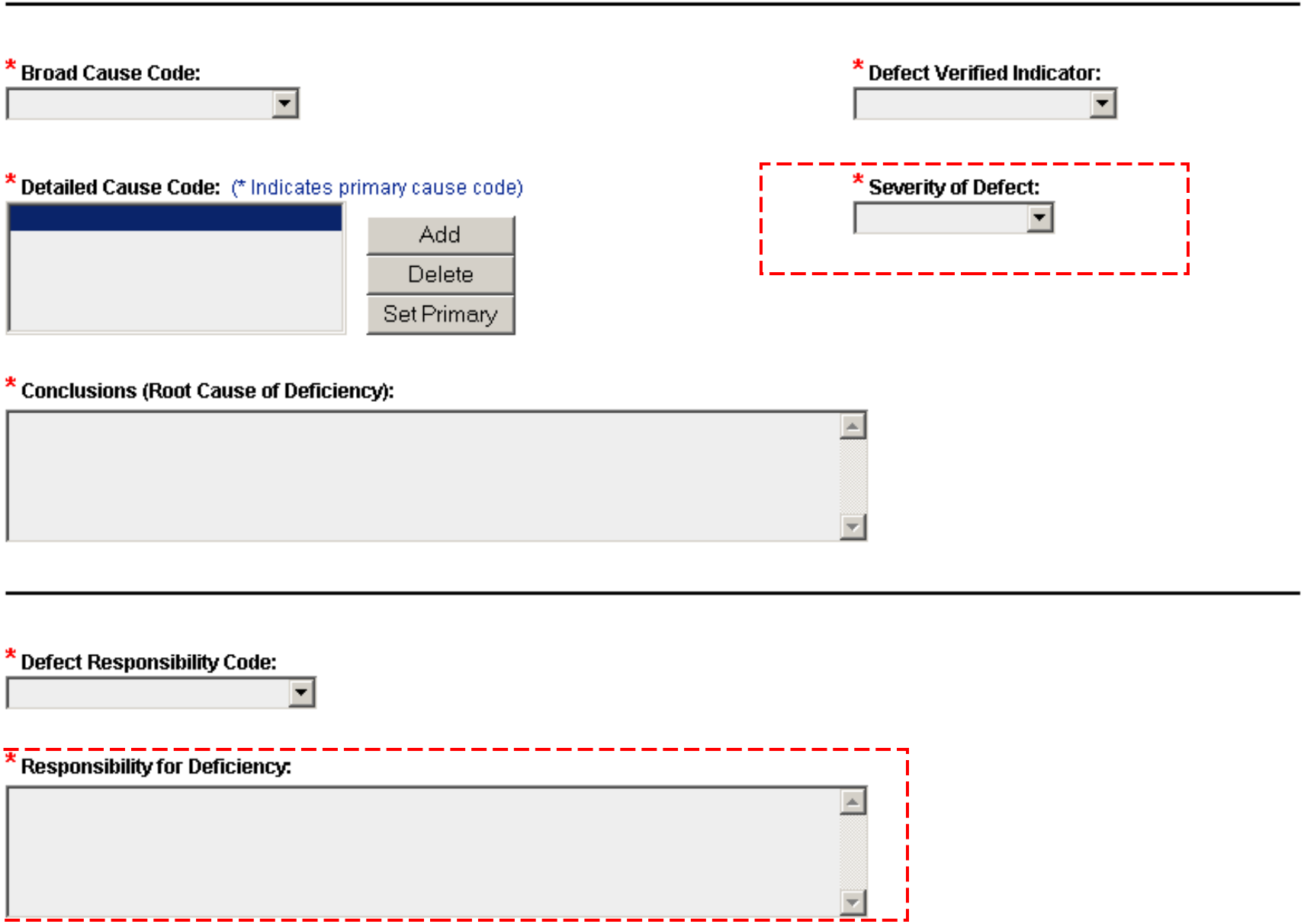
OPEN DRS PAGE



CUSTOMIZE DISPLAY TOOL



PQDR FINAL/CLOSING REPORT – NEW FIELDS



PQDR FINAL REPORT

* Corrective Action Taken:

* Preventive Answer Type:

* Government Source Inspection:

Corrective Actions by Contractor: (Leave blank if "NA") Add Corrective Action

Corrective Actions by Contractor	Options
No Corrective Actions by Contractor have been entered.	

Preventive Actions by Contractor: (Leave blank if "NA") Add Preventive Action

Preventive Actions by Contractor	Options
No Preventive Actions by Contractor have been entered.	

Corrective Actions by Government: (Leave blank if "NA") Add Corrective Action

Corrective Actions by Government	Options
No Corrective Actions by Government have been entered.	

Preventive Actions by Government: (Leave blank if "NA") Add Preventive Action

Preventive Actions by Government	Options
No Preventive Actions by Government have been entered.	

* Evaluation of Current Production (Root Cause of Deficiency):

* Contractor's position with respect to Repair or Replacement:

“Help Menu” – Related Links

Related Links

Log Port (Logistical Portal)

DLA CIPRD Archive - All CIPRD's stored here by NSN

Navy Inventory Control Point Asset Visibility System

DoDAAC Query - Allows you to search by DoDAAC

Joint Engineering Data Management Information and Control System (JEDMICS)

BINCS - Find CAGE codes by company name or look up info on a specific CAGE code.

E-Mall -Supply data for DLA managed items.

Excluded Parties List System - Companies who are debarred, suspended, proposed for debarment, excluded or disqualified for procurement

NATEC - Navy Pubs, IPB's, and IPB Indexes

Fed Biz Op - Listing of proposed Gov't procurements > $25K

WebFLIS - FLIS Data, much of same data as Haystacks

GIDEP - Gov't Industry Data Exchange Program

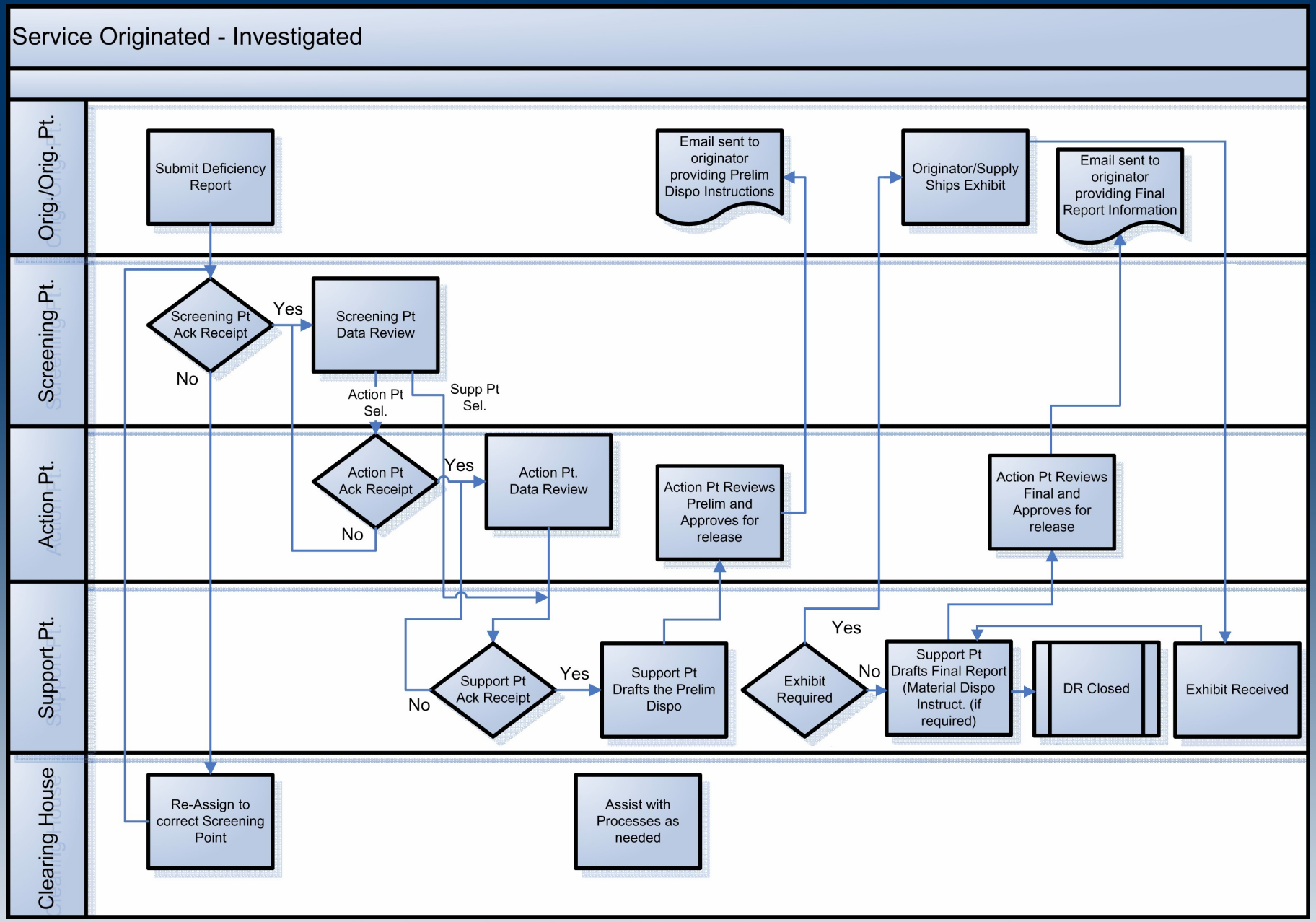
MEDALS - Drawing Locator Database

FAA Suspect Unapproved Parts Program Website - Listing of FAA SUP reports & the reports

S Website Tool Handbooks are located under the "Documentation" Me
have been developed to assist you with the Tool's functionality and pr
a means of training for JDRS Website Users.

Service Originated / Investigated

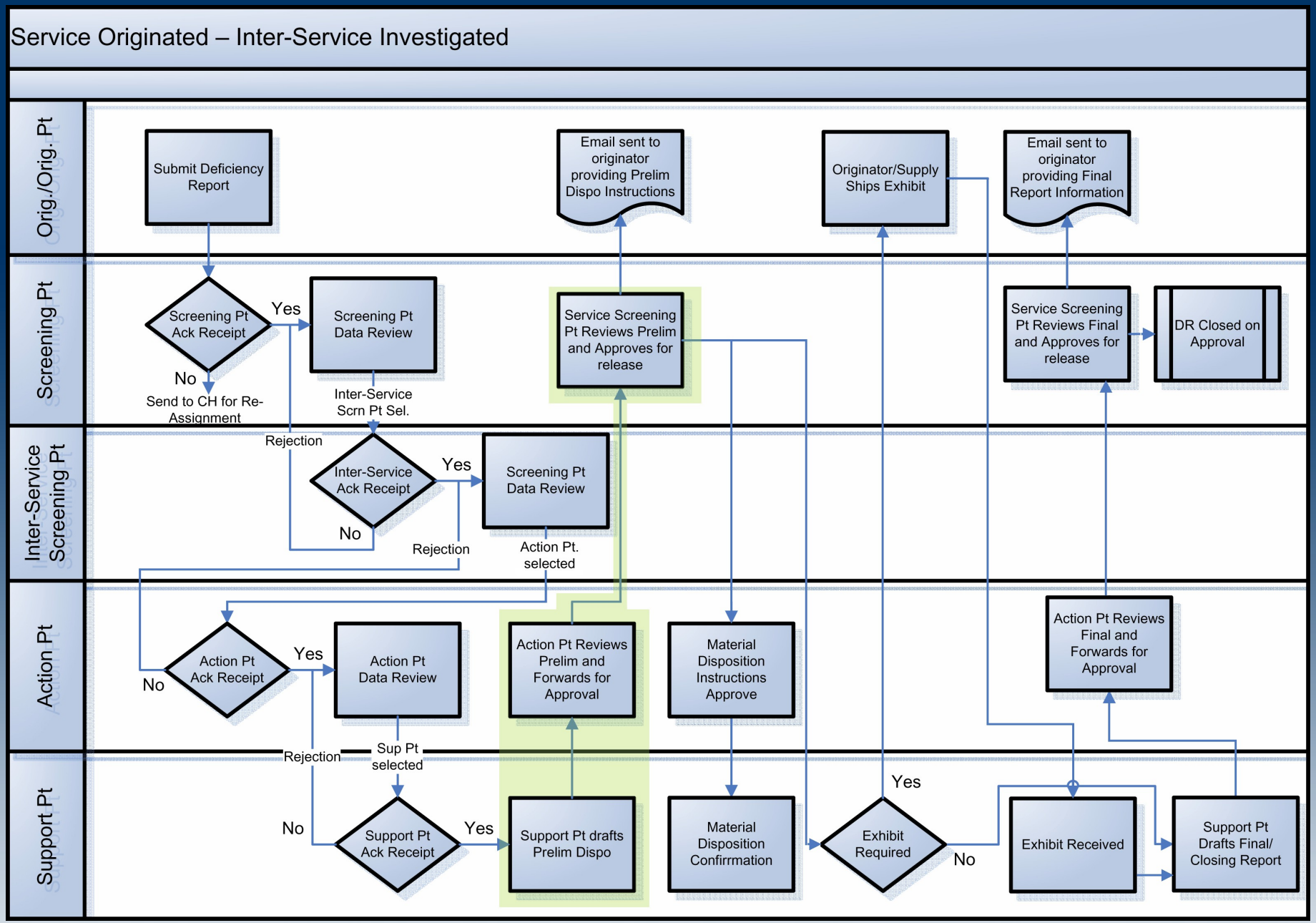
(*The following diagram shows the various “touchpoints” and the process flow for a PQDR/MDR)*


Service Originated - Investigated
Orig./Orig. Pt.
Screening Pt.
Action Pt.
Support Pt.
Clearing House
Submit Deficiency Report
Email sent to originator providing Prelim Dispo Instructions
Originator/Supply Ships Exhibit
Email sent to originator providing Final Report Information
Screening Pt Ack Receipt
Yes
No
Screening Pt Data Review
Action Pt Sel.
Supp Pt Sel.
Action Pt Ack Receipt
Yes
No
Action Pt. Data Review
Action Pt Reviews Prelim and Approves for release
Action Pt Reviews Final and Approves for release
Support Pt Ack Receipt
No
Yes
Support Pt Drafts the Prelim Dispo
Exhibit Required
Yes
No
Support Pt Drafts Final Report (Material Dispo Instruct. (if required)
DR Closed
Exhibit Received
Re-Assign to correct Screening Point
Assist with Processes as needed

Service Originated / Inter Service Investigated

(*The following diagram shows the various “touchpoints” and the process flow for an Inter-Service PQDR/MDR)*

Service Originated – Inter-Service Investigated



Joint Deficiency Reporting System

JDRS Public Site

Learn more about JDRS, download flyers and review press releases at ***www.jdrs.mil***.

Please Contact us, NAMDRP@navy.mil, if you have any questions.

V/r

The NAMDRP/JDRS Program